

CIVIL SERVICE COMMISSION
WATERBURY, CONNECTICUT

Open Competitive Exam #1669

OPEN COMPETITIVE EXAMINATION FOR: INFORMATION TECHNOLOGY SPECIALIST

SALARY: \$695.87 - \$946.94 PER WEEK

FRINGE BENEFITS: Choose from three available health insurance plans (employee contributions vary), Prescription Drug Rider, Dental Plan; Group Life Insurance for Individual; Retirement Plan; paid Holidays; paid Vacation; paid Sick Leave; Personal Days.

LAST DAY FOR FILING APPLICATIONS

Applications, which may be obtained at the Civil Service Office, must be on file at the Civil Service Office, Chase Municipal Building, 236 Grand St., Waterbury, CT 06702 by 4:50 p.m. on:

DECEMBER 10, 2004

IMPORTANT:

1. **Veterans** - Veteran's points will be awarded in accordance with the Connecticut State Statute. Five (5) for non-disabled veterans, ten (10) for disabled veterans. Proper documentation must be submitted to the Personnel Director before the date of the examination.
2. **Residents** - Residency points shall be added in accordance with the amendment to the Civil Service Rules and Regulations. Proper documentation (Civil Service Office Request for Residency Points) must be submitted with application of employment.

EXAMPLES OF DUTIES: Performs basic technical duties in support of departmental technology users. Installs, maintains, and updates desktop computers, printers, office automation devices, and related hardware and software. Provides basic training and operational assistance to users as needed. Responds to technical support calls independently where possible and works with other members of the I.T. Department to resolve complicated network or software issues. Serves as departmental point of contact to I.T. Help Desk. Responds to calls for technical support from technology users. Resolves operational problems with hardware, software, or communications where possible, or seeks assistance from other I.T. staff members. Insures that systems are functioning as required. May be required to perform basic data backups and software/hardware upgrades. Supports internet access, training and reference systems, and other technologies as assigned. Assists users as required in use of office automation software and hardware, including computers, printers, scanners, copiers, microfiche or optical storage readers, fax machines, and other related equipment. Performs special projects and other related duties as needed.

REQUIRED KNOWLEDGES, SKILLS AND ABILITIES: Comprehensive knowledge of desktop computer hardware, software, office automation, and all associated technologies. Experience supporting technology users. Ability to adapt to changing technical environments. Must possess good written and oral communication skills. Must be able to install and deploy computer equipment and connect cables and wires.

IN ORDER TO BE CONSIDERED FOR THIS POSITION YOU MUST INDICATE ON YOUR APPLICATION

THAT AS OF THE CLOSING DATE YOU HAVE THE FOLLOWING EXPERIENCE: Associate Degree in an Information Technology related major or Associate Degree in any discipline combined with computer technician training and/or certifications. Plus minimum two years experience installing, maintaining, and supporting technology equipment as described above. Five years experience installing, maintaining, and supporting technology equipment as described above may be substituted for degree requirement. Experience must include hands-on support of a large base of twenty-five or more networked computers. Experience troubleshooting and training users in a Windows and Microsoft Office Suite environment required.

This position is covered under the written agreement between the City of Waterbury and the White Collar Union.

The Parts and Weights for this examination will be determined prior to conducting the exam.

Individuals appointed shall be required to serve a working test period which will be, in effect, the final phase of the examination.

APPEAL PROCESS: An applicant may appeal a notice of rejection of his/her application to the Civil Service Commission within fifteen (15) days of receipt of such notice.

Please notify the Civil Service Office of a change in address. Notification of examination will be mailed to the address written on your application.

THE CITY OF WATERBURY IS AN EQUAL OPPORTUNITY EMPLOYER